

experience success

simplify experience | harness data | stay ahead | be efficient

Amdocs CES Portfolio Evolution

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amdocs

embrace challenge eXperience success

Amdocs continues to lead the market in innovation

33

customers already
in production
with CES 9.x,
2 more in final
stages to commit



customers already
using CES 8.x

97

Strong uptake in breakthrough solutions

First Omni-Channel deployment in Tier 1 NA SP

Unified Communications Solution live at TIM Brazil

First 2 wins for Proactive Care

Small Cells Solution in production in Tier 1 NA SP

M2M:
live at **AT&T**,
selected by **2 multi-country operators** in Europe

Order-to-Cash
for business customers in **Tier 1 NA SP**

MCSS in production at **NA and European SPs**

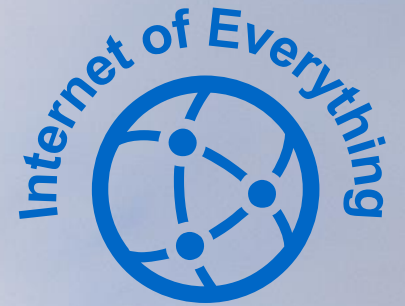
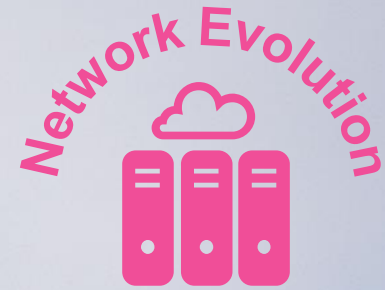
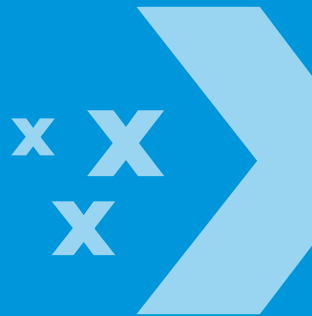


Hyper-Connected World





Hyper-Connected World



Omni-channel interaction



What's on the agent's desktop...



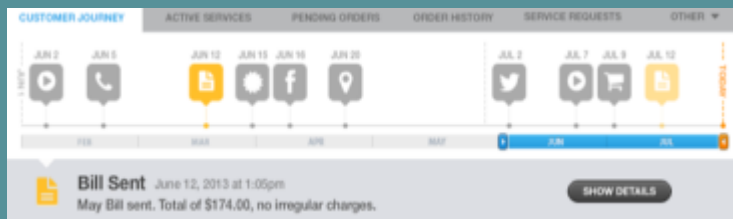
is on the retail tablet...



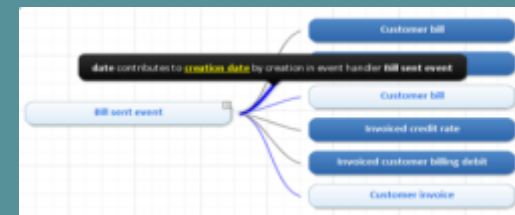
and is consistent with online



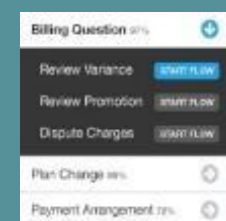
Allowing customers to purchase and manage any service/product they want, how they want



Past interactions, data, roles, and authorizations are interpreted to drive experiences



With easily configured actions/flows...



and configurable presentation

Contextualization



Establishing and using context



Role



Profile

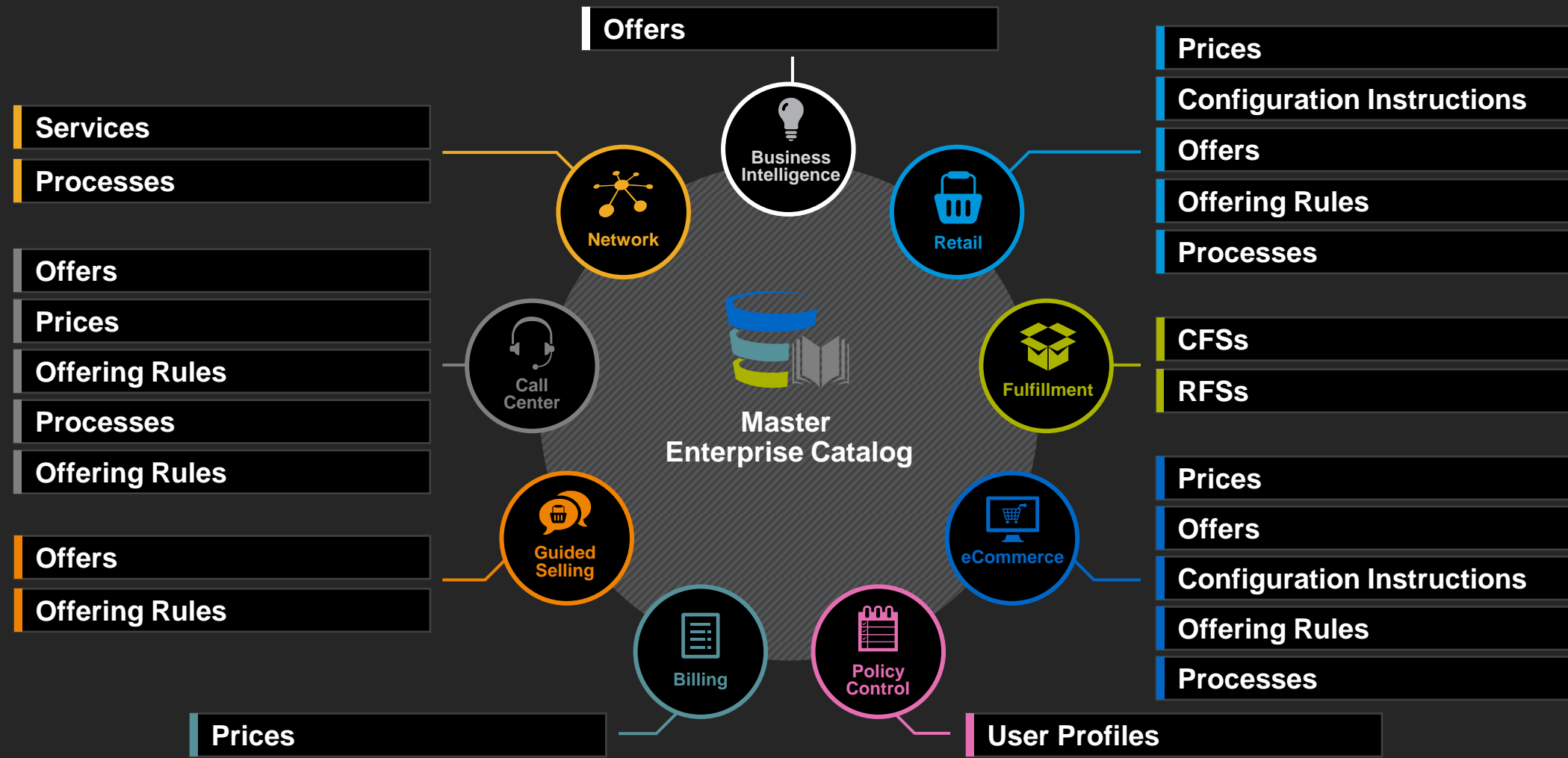


Insights

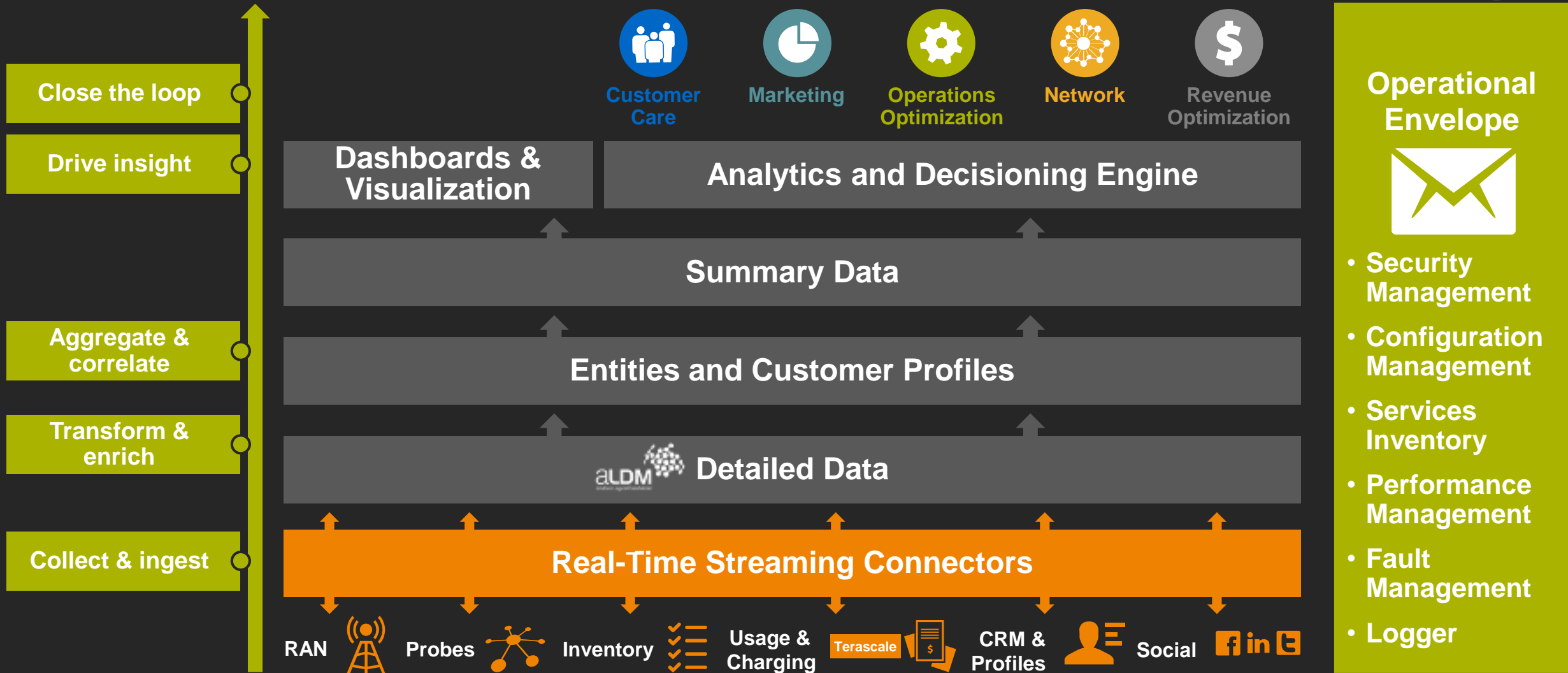
Ensuring contextual and relevant experiences



Hyper-TTM necessitates a powerful master catalog approach



Next generation of Big Data Analytics



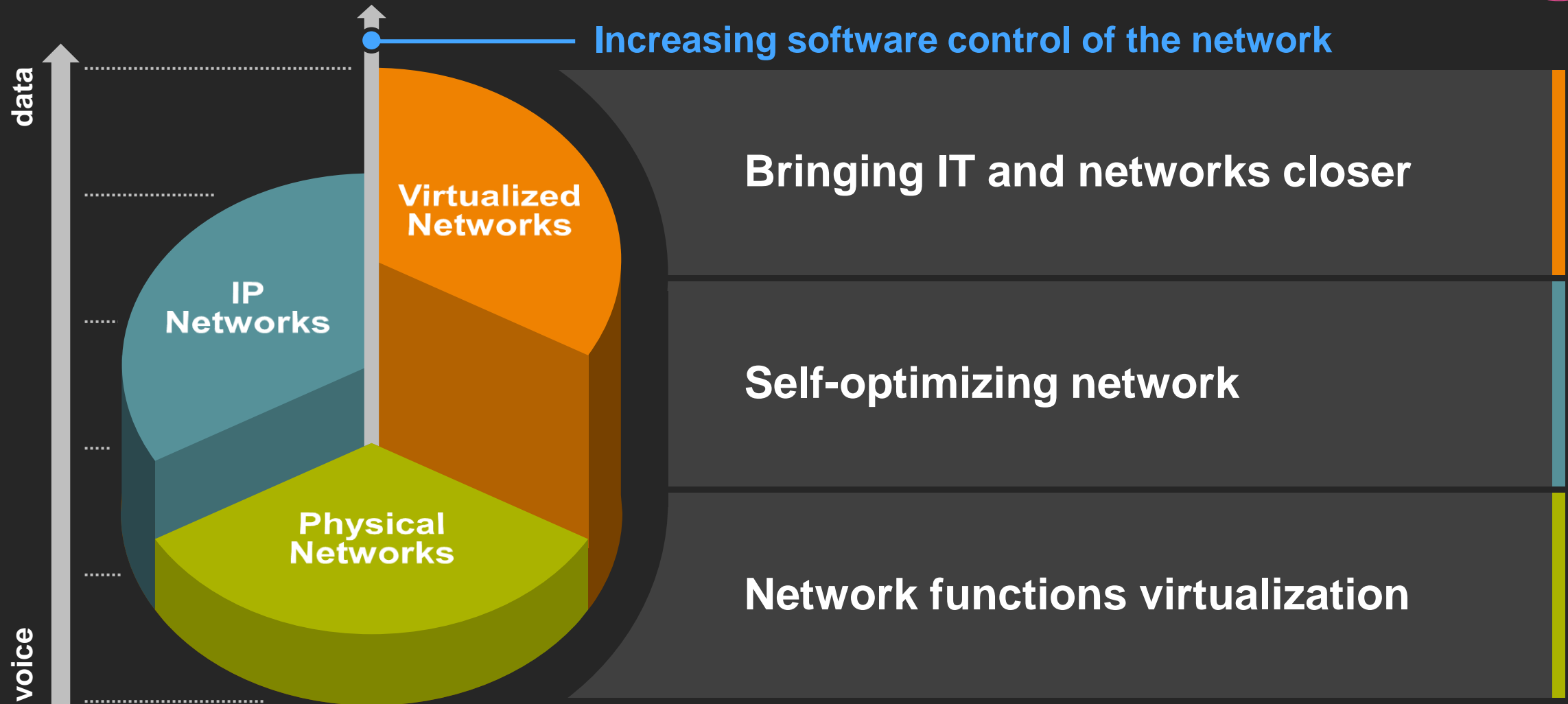
New Big Data Analytics applications

Next best network investment

Charging business analytics



Age of virtualization



Network cloud service orchestrator



**Business
Agility**

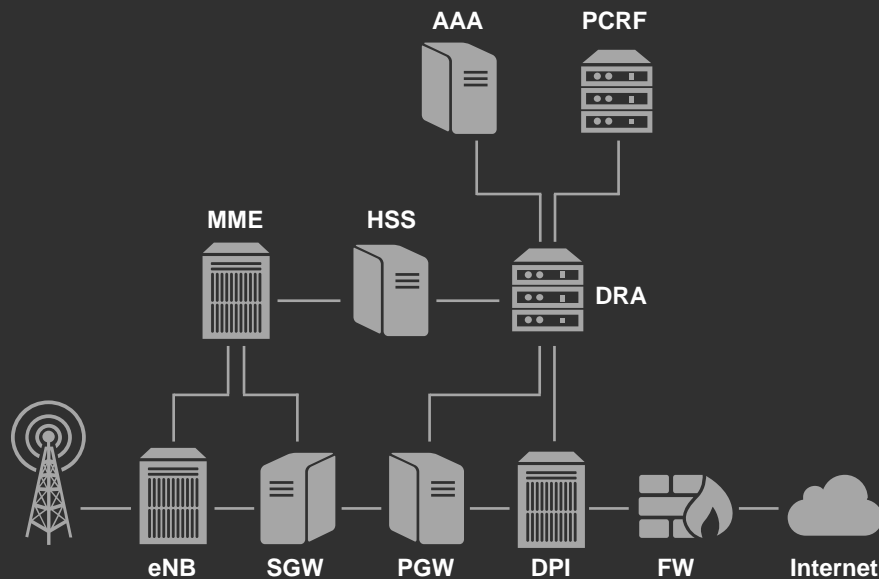


**Operational
Efficiency**

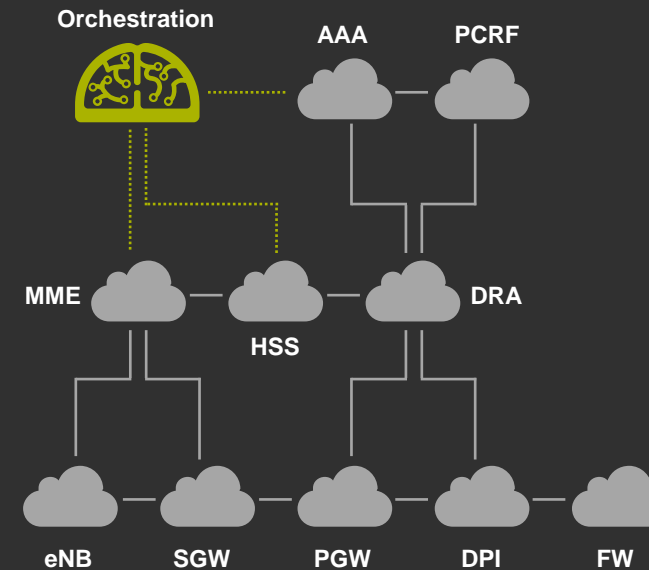


**Cost
Reduction**

Traditional Network



Future Virtual Network



**Standard
High-Volume
Servers**

